



International Return Material Authorization Instructions



How to Return Equipment or Components via the RMA Process?

1. Obtain a RMA Number from Fortinet. RMA number is the same as ticket number after RMA approval
2. Follow RMA procedure indicated inside the online ticket after RMA approval.

If you have a 8x5 - Return & Repair support contract:

"You ship us the defective unit, once we have received it, we replace it"

If you have a 24x 7 - Advanced Replacement support contract:

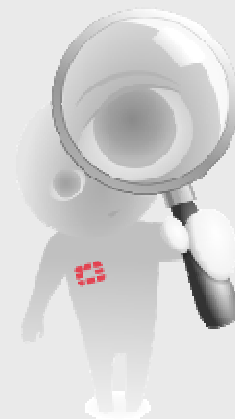
"We ship you a replacement unit, then you return the defective unit"

3. Ensure that all equipment and/or components you are returning are safety packed for transportation.
4. **Don't send back accessories, mounting kit, mounting brackets and user manuals, only the device or component** (except power supply if it is requested by RMA team)
5. Include a hard copy of the RMA form with your shipment and update support ticket with electronic copy.
6. Clearly mark the RMA number on the outside of the return shipping container.
7. Send returns to the following address:

**FORTINET
RMA DEPARTMENT
+33 4 8987 0555
220 rue Albert Caquot
06560, Valbonne
FRANCE**

8. You are responsible for all costs associated with the return (e.g., shipping carrier, customs, etc) except for DOA replacement; Fortinet will bear the cost of shipment for both the return of the defective unit and the supply of the replacement unit. DOA shipments are handling by United Parcel Service. For 8*5 or 24*7 RMA replacement, shipments must be door to door (Delivery Duty Unpaid Incoterm <http://en.wikipedia.org/wiki/Incoterm>). We recommend using one of the following freight companies:
 - United Parcel Service (UPS)
 - DHL Worldwide Express
 - FedEx
9. For international shipments please include 5 copies of your customs INVOICE (see next page) with your shipment which lists the following items:
 - RMA number: RMA form number
 - SKU : Product model
 - Unit price(s) of the product(s): download defective price list at following URL : <http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD33278>

**Providing this information will eliminate the need for further information from you,
and will assist Fortinet in tracking and closing the RMA**



Return of Materials Invoice

Company name :			Contact name:	
Address :			Contact phone:	
Post code :				
City :				
Country :				

VALUE DECLARATION INVOICE

Customer:	FORTINET		Date:	
Attn:	FORTINET SARL		RMA No.:	
Address:	220 Rue Albert Caquot			
	06560 Valbonne		Ship Via:	
	France		Tracking #:	
Tel:	+33 4 8987 0555			

Item	SKU	Description	Country of origin	ECCN	HTS CODE	QTY	Unit Price US\$	Total Price US\$

See : <http://kb.fortinet.com/kb/microsites/search.do?cmd=displayKC&docType=kc&externalId=FD33278>

REMARK:

- 1) This invoice is for customs clearance purpose only and it has no commercial value
- 2) Defective equipment under warranty

Company name

Location and date

Authorized Signature